



## DEPARTMENT OF PERSONNEL

### Organizational & Employee Development Services

## Supervision Essentials I

### 01-09-M401

*Supervisors in today's organizations must be flexible and adaptable—to a diverse staff, shifting priorities and projects, and a fluid external environment. In this 3-day interactive workshop, you will join other new supervisors in learning how to manage people, priorities and resources in a complex and changing workplace.*

#### Course Information

**Supervision Essentials I** is required for all new supervisors and experienced supervisors new to state government. This course fulfills Washington Administrative Code (WAC) 357-34-055 that requires new supervisors to attend management training within their first six months of assignment. You will learn tips, tools and techniques that you can use immediately. Come explore how to motivate staff, manage risk, and develop effective teams to meet your organization's objectives. You will learn to communicate better, manage conflict, and help those you supervise to navigate change effectively.

#### Course Topics

During this three day workshop, you will explore and discuss practical experiences that supervisors and leaders face including:

- Roles and Responsibility of the Supervisor
- Leadership, Management and Supervision Styles
- Recruitment, Selection and Hiring
- Compensation and Benefits
- Effective Communication
- Coaching, Performance Management and Employee Development
- Reward, Recognition and Motivation
- Labor Relations, Discipline and Corrective Action
- Delegation and Teambuilding
- Managing Change and Conflict

#### Key Learning Points

- Define and describe your attributes as a supervisor and leader
- Understand your unique operating environment as a supervisor
- Identify your legal responsibilities as a supervisor
- Explain the use of performance development planning
- Employ performance improvement in any situation
- Develop a hiring requirement for your organization
- Understand and apply the compensation and benefit process

**Audience:** Anyone new to supervision in Washington State government including those experienced in management but new to the State system.

**Cost:** \$350

**Registration:** For more specific information including dates and registration, visit DOP's website:  
[www.dop.wa.gov/Training](http://www.dop.wa.gov/Training)

**Questions:** Contact Susan George at 360.664.1965 or [SusanG@dop.wa.gov](mailto:SusanG@dop.wa.gov)